

COUNTY CONNECTION

Volume 2, Issue 1

*F*ACE TO FACE

WITH THE

COUNTY

*P*ARTNERING WITH OUR COMMUNITY



County Volunteers Receive “POINTS OF LIGHT” Award

Orange County Volunteerism has been selected as a recipient of the 1999 Daily Points of Light award. This national award is granted by the Points of Light Foundation to individuals or organizations whose volunteer efforts have made a positive and lasting impact within the community. It is designed to honor those who demonstrate a sense of caring and responsibility for others and a commitment to service.

“County of Orange agencies and departments have a rich tradition of volunteerism that taps into the talents, skills and energy of local residents. To be nationally recognized is both an honor and tribute to all County volunteers,” said Vice Chairman James W. Silva. “Their involvement demonstrates the importance of citizen involvement in building stronger communities.”

Currently, there are more than 24,000 volunteers recording more than 715,000 service hours with combined efforts valued at an estimated \$12 million in avoided costs for County government.

“We are still compiling statistics for 1999, but expect to exceed the previous year,” said Jane Dawson, County Volunteer Coordinator. “The County staff and volunteers have worked very hard. I am proud to be part of such a wonderful team.”

Volunteers serve the community in a variety of ways. Just a few examples include mentoring children who are experiencing emotional problems through “Project Together,” setting up cots and serving hot meals in the evenings for homeless people in search of shelter from the cold through the “Cold Weather Homeless Program,” or by working with at-risk youth through the probation department’s “VIP Program.”



Mark Rettberg
Volunteer for Search and Rescue

Did
YOU
know?

The Search and Rescue
team is on-call
365 days a year

We can all be proud that Orange County has been honored with this distinguished award. Congratulations go to every volunteer and the County staff who support these efforts.

COUNTY ADOPTS NEW EEO POLICY

For many years, the County of Orange has been committed to providing Equal Employment Opportunity (EEO) to all persons. Since first adopting a formal policy in 1965, the Board of Supervisors has adopted numerous Board Resolutions and Minute Orders to keep Orange

County up to date as EEO laws have evolved. To address changes and to promote a workplace that is free from illegal discrimination, the Board adopted a new EEO policy last December.

The new policy reconfirms the County’s long standing commitment to a respectful and productive work environment. It updates the policy to reflect changes in law and combines more than 50 previous board actions into one clear, comprehensive EEO policy and procedure.

“We are committed to a respectful, productive work environment,” said Jan Walden, Assistant CEO/Human Resources. “An individual copy of our new EEO policy is being sent to every County employee.”

For more information regarding the EEO policy, please call your Human Resources staff or visit our web site at www.oc.ca.gov/hr/eoo/index/htm. To reach the EEO Access Office, contact Bart Bartlett at (714) 834-5259 or via e-mail at bbartlett@ceo.hoa.co.orange.ca.us.

ON THE COVER

Mike Crouch is a
Deputy Sheriff from
the Sheriff-Coroner's
Department

Did
YOU
know?

344 square miles are
patrolled by the
Sheriff's Department,
protecting 557,550
County residents.

SEEKING VOLUNTEERS FOR MENTORING PROGRAM

More than 100 County employees participated in the Board approved Pio Pico Elementary School Mentoring Program last school term. Because of this involvement, the children's reading, spelling and grammar skills improved dramatically in just a few short months. "The Pio Pico pilot program has been a huge success. We currently have 125 mentors participating in the program and our goal for the upcoming February session is to match 260 County employees with Pio Pico students," said Jane Dawson, County Volunteer Coordinator.

men·tor *A relationship between two people where older, wiser, more experienced individuals provide needed support, guidance and concrete help to the younger "at risk" person.*

Studies show that 90 percent of the students who have participated in the mentoring program have increased their English language proficiency by at least one reading level as measured by pre- and post-informal reading inventories. In addition, students who have participated in the program have shown a dramatic reduction in the number of discipline referrals made to the principal's office and an increase in average daily attendance.

"The mentoring program at Pio Pico Elementary School has been one of the most rewarding experiences in my life," said Carl Holmes, Public Defender. "These young people who we teach to read are an inspiration. Do yourself and a student a favor, get involved and you will both be rewarded."

Charles V. Smith, Chairman of the Board of Supervisors, encourages agency and department heads to continue to make flexible lunch arrangements available for Civic Center employees interested in volunteering with the Pio Pico Mentoring Program. "I feel that we as a County need to



Jane Dawson
County Volunteer Coordinator

partner with our cities and schools to ensure that our children receive the best education possible," said Smith. "I am certain that the children's confidence gained through the program will benefit everyone."

Volunteers are needed to mentor Monday through Thursday for 45 minutes between 8:00 a.m. and noon, and 1:00 p.m. and 3:00 p.m. For more information about the program or to sign up as a volunteer mentor for the February through April or May through July sessions, please call Jane Dawson at (714) 834-7600. If you are already participating in the program and are interested in volunteering during the next session, please contact your manager to discuss scheduling.

Did
YOU
know?

Volunteers contribute about
\$65,000 in cash and \$400,000
in in-kind donations each year



Performance Incentive Program

"The Performance Incentive Program (PIP) rewards people for a job well done, for achieving goals that benefit each of them individually as well as the organization as a whole – and Orange County. I'm pleased that we are taking steps to ensure that our hard-working, talented employees are recognized for the excellent work they do, each and every day. When we work together as a team, we are bound to succeed."

PIPcorner

Chairman Smith talks about PIP

Supervisor Smith is a former Marine Sergeant and combat veteran of the Korean War who has served his community with pride for more than 30 years. His long and distinguished career in Aerospace Engineering and Project Management for space and satellite communications prepared him well for the challenges of elected office. Supervisor Smith represents the Board of Supervisors on numerous boards and commission, including the Local Agency

Formation Commission, Orange County Transportation Authority, Orange County Employees Retirement System, Urban Counties Caucus, and MCAS El Toro Ad Hoc Committee. He is also Chairman of the Children and Families First Commission.

Favorite saying:

"When you define the problem, you are 85% of the way to the solution."

The County of Orange is aiming to “bring out the best” in its employees through Enlightened Leadership training. What began as a department head seminar on “Making Managers into

“The mission of Enlightened Leadership, ‘To facilitate a process of self-discovery in people that awakens the leader within them, unlocks their creativity, ignites their spirit of cooperation and sets them on a never-ending quest for continuous improvement’ is clearly aligned with the direction the County is headed,” she said.

ENLIGHTENED Leadership Program Gets to the HEART of Change for County Employees

Leaders” quickly turned into a County-wide manager and supervisor training program believed to be crucial to the successful implementation of the County’s Performance Incentive Program (PIP) and Performance Management Program. To further support the process, all Labor Management Committee members and PIP trainers also received Enlightened Leadership training.

“Many of our department heads went through the Enlightened Leadership training seminar,” said Patty Hunsicker, Training Manager, CEO/Human Resources. “The training was so overwhelmingly successful that the department heads believed their managers and supervisors could greatly benefit from the information provided.”

According to Hunsicker, Enlightened Leadership staff invested numerous hours working to understand the County’s programs, goals and business plans. Selected employees were then trained and certified by Enlightened Leadership to provide the training to County staff.

// The entire experience far exceeded my expectations. What I appreciated most about being a facilitator for the Enlightened Leadership program was rediscovering the depth and complexity of the public service that the County provides and the deep personal commitment and talent of our workforce. Watching staff make new connections in other departments and develop an added understanding of their contributions to making Orange County a better place to live and work was very rewarding and will undoubtedly empower people to work together in a more collaborative manner in the future. //

Sharon Lightholder
Manager, Office of Risk Management



An Enlightened Leader is someone who is so clear that the power and effectiveness of any organization lies within its people that he or she is dedicated to bringing out the very best in everyone.

Ed Oakley and Doug Krug,
Enlightened Leadership:
Getting to the Heart of Change

Employees train to become
Enlightened Leadership
Facilitators

“Enlightened Leadership International has a proven ability to deliver a dramatic shift in the levels of trust, honesty and cooperation. As employees become Enlightened Leaders, they discover solutions to virtually every issue they confront.”

Enlightened Leadership concentrates its training on the value of forward focus – from “what’s wrong to what can we do to get closer to the objective?” They teach that when we are clearly focused on where we want to go, we do whatever we need to do to get there with minimal wasted energy.

If you would like more information about the County of Orange, check out our web site www.oc.ca.gov or call us at (714) 834-2345

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